

**Information Resource Center  
Regional Training Workshop  
Dakar, Senegal  
August 18-22, 2003**

**MONDAY**

- 08:30 – 9:00 Introductions, administrative details, and housekeeping
- 9:00 – 9:15 Welcoming remarks, PAO Michael Pelletier
- 9:15 – 10:30 News from Washington - IROs  
(PDnet, OpenNet, IRC LANs; OSIS; SMART; Embassy home page templates/Content Management System; new embassy construction; Scholastic Books program; InfoUSA in French; ARS – A-Bucks; POTUS CD-ROMs, AGOA CD-ROMs, Factiva CD-ROMs; How databases are priced: FirstSearch, LexisNexis, Factiva; HIV/AIDS programming; using Arabic language materials; translating into local languages; working with Muslim populations;)
- 10:30 – 1:45 Break
- 10:45 – 12:30 FSN idea sharing: Outreach, marketing
- 12:30 – 14:00 Lunch
- 14:00 – 15:30 American Corners – Marie Laure Angoran, Chinwe Agbakoba  
Selection of sites/organizations to host, MOUs, what is being provided? what on-going costs / support planned; Bright ideas/best practices - what works, what doesn't
- 15:30 – 15:45 Break
- 15:45 – 17:30 FSN idea sharing: Future training needs, wish lists, messages for Washington

**TUESDAY**

- 08:00 Bus departs from hotel lobby to take participants to the training site.
- 08:30 – 10:30 Training – Karen Hartman

10:30 – 10:45 Break

10:45 – 12:30 Training – Karen Hartman

12:30 – 14:00 Lunch

14:00 – 15:30 Training – Karen Hartman

15:30 – 15:45 Break

15:45 – 17:00 Training – Karen Hartman

17:00 – 17:30 Return by bus to hotel

18:00            Bus departs from hotel lobby to take participants to reception

18:30 – 21:00 Reception, IRO Bill Middleton's residence

## **WEDNESDAY**

8:30 – 10:30    Nan Siemer - Introductions/Goal Setting - EXERCISE

Public Speaking Situations

A. Draft List

Speech Construction

A. Introduction of Speaker

1. Set tone for relationship with audience.

B. Speaker's Introduction

1. Must relate to speech.

C. Main Point

1. Illustrations.

D. Subsequent Points

1. Illustrations.

2. Heads-up...Questions coming!

E. Repeat Main Point

F. Wrap up – Questions

G. PRACTICE

10:30 – 10:45 Break

10:45 – 12:30 DELIVERY

A. Know Your Audience/Research

1. Big or small group?

2. What to THEY want to know?

3. HOW to THEY best receive information?
4. Research your audience.

B. Read Your Audience/Feedback

1. Arrive early.
2. Set up the room.
3. You set the tone.
4. Be/look pleasant.
5. Be flexible.

12:30 – 14:00 Lunch

14:00 – 15:30 VIDEO TAPED PRACTICE SPEECHES and FEEDBACK

15:30 – 15:45 Break

15:45 – 17:30 VIDEO TAPED PRACTICE SPEECHES and FEEDBACK

## **THURSDAY**

8:30 – 10:30 Questions/Review of Day One

Preparing for Presentations

A. Image

1. Body Language (including Facial Expressions & Voice)
2. Dress for Success

Preparing Space

A. Set up for presentation

1. EXERCISE

10:30 – 10:45 Break

10:45 – 12:30 Props

- A. Powerpoint
- B. Overhead
- C. Flip Charts/Drawing Boards
- D. DVCs
- E. Pointers/Laser Pointers
- F. Gimmicks
- G. Etc.

Handling Difficult Situations

- A. Overcoming Communication/Cultural Barriers
- B. Staying on Message
- C. Spin: Making the Negative, Positive

#### D. Managing Adversity, Confrontation and Hostility

12:30 – 14:00 Lunch

14:00 – 15:30 VIDEO TAPED PRACTICE SPEECHES and FEEDBACK

15:30 – 15:45 Break

15:45 – 17:30 VIDEO TAPED PRACTICE SPEECHES and FEEDBACK

#### **FRIDAY**

8:30 – 10:30 VIDEO TAPED PRACTICE SPEECHES and FEEDBACK

10:30 – 10:45 Break

10:45 – 12:30 VIDEO TAPED PRACTICE SPEECHES and FEEDBACK

12:30 – 14:00 Lunch

14:00 – 15:30 VIDEO TAPED PRACTICE SPEECHES and FEEDBACK

15:30 – 15:45 Break

15:45 – 17:00 VIDEO TAPED PRACTICE SPEECHES and FEEDBACK

17:00 – 17:30 Evaluation, wrap up, and presentation of certificates